

Grays Change Of Mind Policy

At Grays we want you to have a great shopping experience. When you purchase a product showing the Change of Mind Policy on our website and you find it's not what you wanted, you can return it to us. See below and our [Online User Agreement](#) for further details.

Our Change of Mind Policy is in addition to and does not exclude or limit, any rights you may have under the Australian Consumer Law.

For hygiene reasons we cannot accept due to change of mind the return of:

- Underwear
- Swimwear
- Fragrances, Cosmetics, Skin Care & Hair Care
- Earrings

In addition, software, vitamins, pet medicine, books, CDs and DVDs cannot be returned under this policy.

Wine and Jewellery are covered by the specific terms further below.

You have 30 days from the date your order is received to let us know you want to return your product. Contact us via this [FORM](#) and we will provide you with all the information you need on how to send the product back to us. After contacting us you will have 14 days to return the product to us. Please note that where products are being returned due to change of mind, postage will be at your cost.

Returned products must be in brand-new condition with all internal and external packaging undamaged and all accessories, manuals, swing tags and labels must be complete and intact for a full refund. Unfortunately, we will not be able to refund your purchase price for change of mind if we find that the goods are not in such a condition; however, a partial refund may be made at our discretion.

Any refund of the purchase price of the returned product will exclude delivery charges. If you received a product with free delivery we reserve the right to deduct the cost of delivery from your refund amount.

Wine 30-Day Money Back Guarantee

At Grays, we want to make sure you have a great online wine experience. That's why, if you purchase wine displaying the 30-Day Money Back Guarantee on the listing and you don't like the wine for any reason, we will offer you a full refund. It doesn't matter whether the wine is bought in an auction or in a Buy Now sale, we will refund you the full invoice value (including any Shipping and Handling fees) provided:*

- the item (or remaining bottles, if one has been sampled) is returned in the same condition as when purchased including with all internal and external packaging, tags and labels undamaged;
- you contact us within 30 days from the date your order was first placed of your intention to refund the item; and
- where you have already received the item, you must return the item within 14 days of notifying us of your intention to return the item.

If you sample 50% or more of the wine in a particular lot, Grays will provide a partial refund on the remaining unopened items.

*Applies to wine products displaying the 30-Day Money Back Guarantee only. Excludes liquidation, private investor and cellared sales. This will be clearly indicated on the Lot or Item Page.

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If you have any questions about Grays Wine please contact our Grays Customer Service advisors via our [Customer Service Form](#).

Jewellery Change of Mind Policy

When you purchase a Jewellery item listed on our website with our Change of Mind / Grays Promise Policy and you find that it's not what you wanted you can return it to us.

You have 7 days from receipt of your order to let us know you want to return your product. Contact us via this [FORM](#) or email customerservice@grays.com.au and we will provide you with all the information you need on how to return the product back to us.

Please note the following:

- For hygiene reasons we cannot accept the return of any item used for piercing such as earrings under this Policy.
- Where items are being returned due to change of mind, postage and insurance, if necessary, will be at your cost.
- After contacting us, you will have 14 days to return the product.
- Returned products must be received by us in original, unworn condition and in original packaging. Items will be inspected once returned to validate the condition. If we find that goods are not in such condition when returned, we will be unable to process a refund.
- If you purchase an item with free delivery, we reserve the right to deduct the cost of delivery and shipping from the refunded amount. Risk and Title in the goods remains with you until the item is received at our warehouse.